

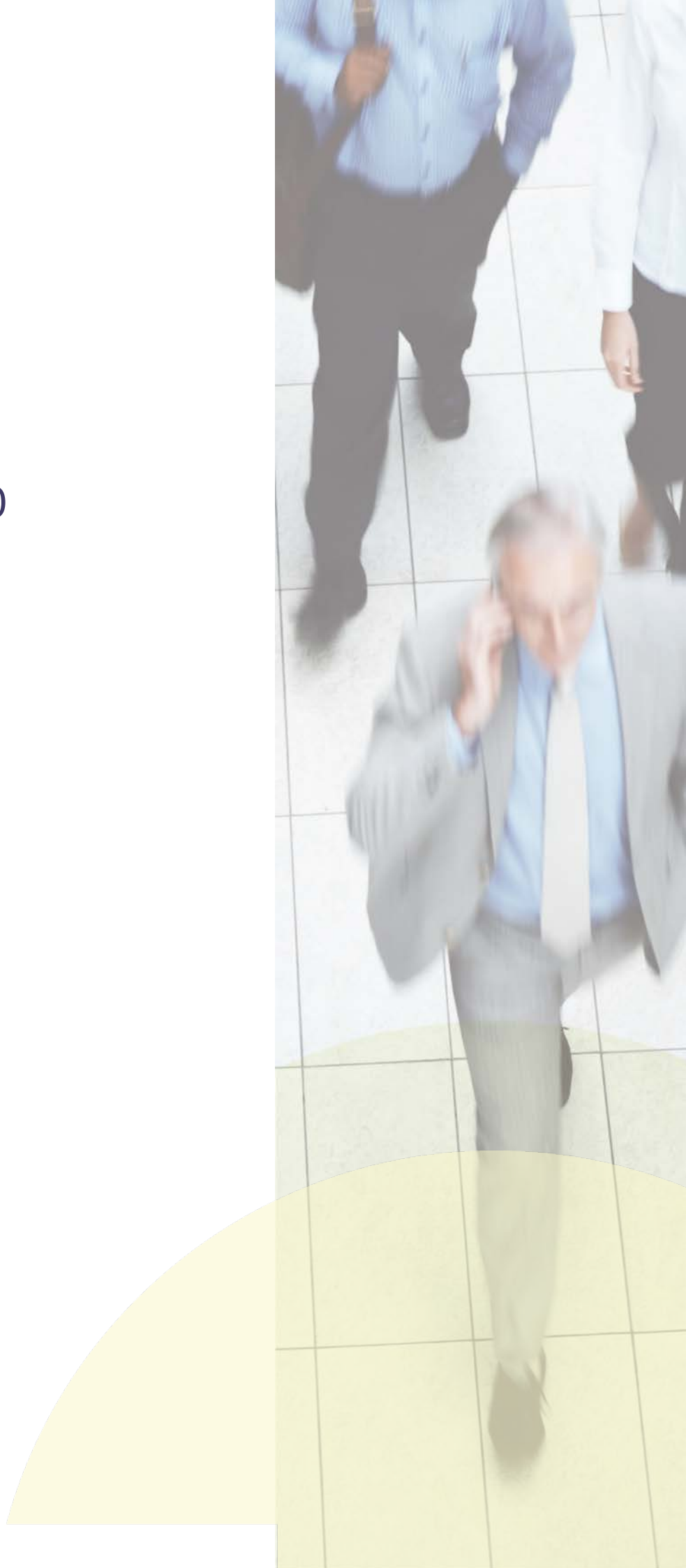


IBM GPS: Procurement BPO Vendor Assessment Report Abstract

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14 pages





Who Is This Vendor Assessment For?

NelsonHall’s Procurement BPO Services Vendor Assessment for IBM Global Process Services is a comprehensive assessment of its offerings and capabilities designed for:

- Buyers of procurement outsourcing services, including sourcing managers monitoring the capabilities of existing vendors and identifying vendor suitability for RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector



Key Findings & Highlights

NelsonHall estimates that in 2011 IBM Global Process Services (IBM GPS) was the largest procurement BPO services provider globally, in terms of revenue.

IBM GPS is one of very few vendors able to offer on a global basis both sourcing and category management expertise and also extensive and mature transaction processing and payment services, from both offshore and nearshore locations through its global delivery model, underpinned by a range of proprietary tools and technologies.

IBM GPS will be able to leverage Emptoris software assets to enhance its procurement BPO capabilities. Emptoris (recently acquired by Software Group) brings in e-sourcing and spend analytics software. IBM is developing software offerings that will have a number of features that NelsonHall research indicates as being likely to resonate with CPOs and is likely to develop a platform-based offering for S2P BPO, leveraging a combination of Emptoris and its own existing tools for transactional processing, plus analytics software and eventually also Sterling Commerce for a broader supply chain platform-based BPO offering.

Marketing around IBM GPS’ Source to Pay BPO services is increasingly aligning with the IBM ‘Smarter Commerce’ initiative, fitting into the ‘Buy’ phase of ‘Smarter Commerce’.

IBM is particularly well qualified to be able to support large enterprises and MNCs looking for simplified and optimized business processes and who have the appetite for a transformational outsource and an offshore service for transactional processing. However, it faces challenges in securing smaller scale engagements, particularly single country deals, that are unlikely to involve large scale transactional processing.

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2.	Key Offerings
3.	Delivery Capability and Partnerships
4.	Target Markets
5.	Strategy
6.	Strengths and Challenges
7.	Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of BM Global Process Services' procurement BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Report Length

14 pages

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